

To: Bill Kaplan, Co-Founder, Chairman
Jon DeLuca, President and Chief Executive Officer
Matthew Phillips, Executive Vice President

Senior Lifestyle
Corporate Campus
303 E Upper Wacker Dr #2400
Chicago, IL 60601
seniorlifestyle.com
(312) 673-4333

From: Charlie Dean
1225 Lakeshore Dr. Apt 328
Edmond, OK 73013

Date: January 14, 2016

Gentlemen,

I was recently handed a list of our representatives by Kendra Holder. People have been chosen, somehow, to act and speak on behalf of other Residents.

The Management of Copper Lake Estates is making a mockery of the word "representation." A list of names and nothing more is not enough. I need to know how to contact the Representatives.

You can see the emails that followed on the next page.

Also enclosed is a document that I plan to introduce at the Town Hall Meeting on January 27, 2016.

Redaction of email exchange on January 14, 2016

How to contact our Representatives

Charlie Dean charlie.dean81@gmail.com

Thu, Jan 14, 2016 at 4:48 PM

To: Kendra Holder - Director of Resident Programs

<kholder@seniorlifestyle.com>

Cc: Lee Holland - Executive Director <lholland@seniorlifestyle.com>

Kendra Holder - Director of Resident Programs

Kendra,

Thank you for giving me the list of our Representatives.

Do any of them have email addresses? Phone numbers? Room numbers? Any way of being contacted?

Charlie Dean

Copper Lake Estates

1225 Lakeshore Dr. #328

Edmond, OK 73013

888-318-0328 Phone number to lobby downstairs.

903-926-2948 Cell phone

Kendra Holder kholder@seniorlifestyle.com

Thu, Jan 14, 2016 at 4:52 PM

To: Charlie Dean <charlie.dean81@gmail.com>

We cannot give out their information. If you would like their information, you would need to ask those individuals.

Kendra Holder Activities Director

Copper Lake Estates

1225 Lakeshore Drive

Edmond, OK 73013

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A long horizontal sequence consisting of alternating black dots and white diamonds. The pattern starts with a diamond, followed by a dot, and continues in this fashion across the entire width of the page.

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